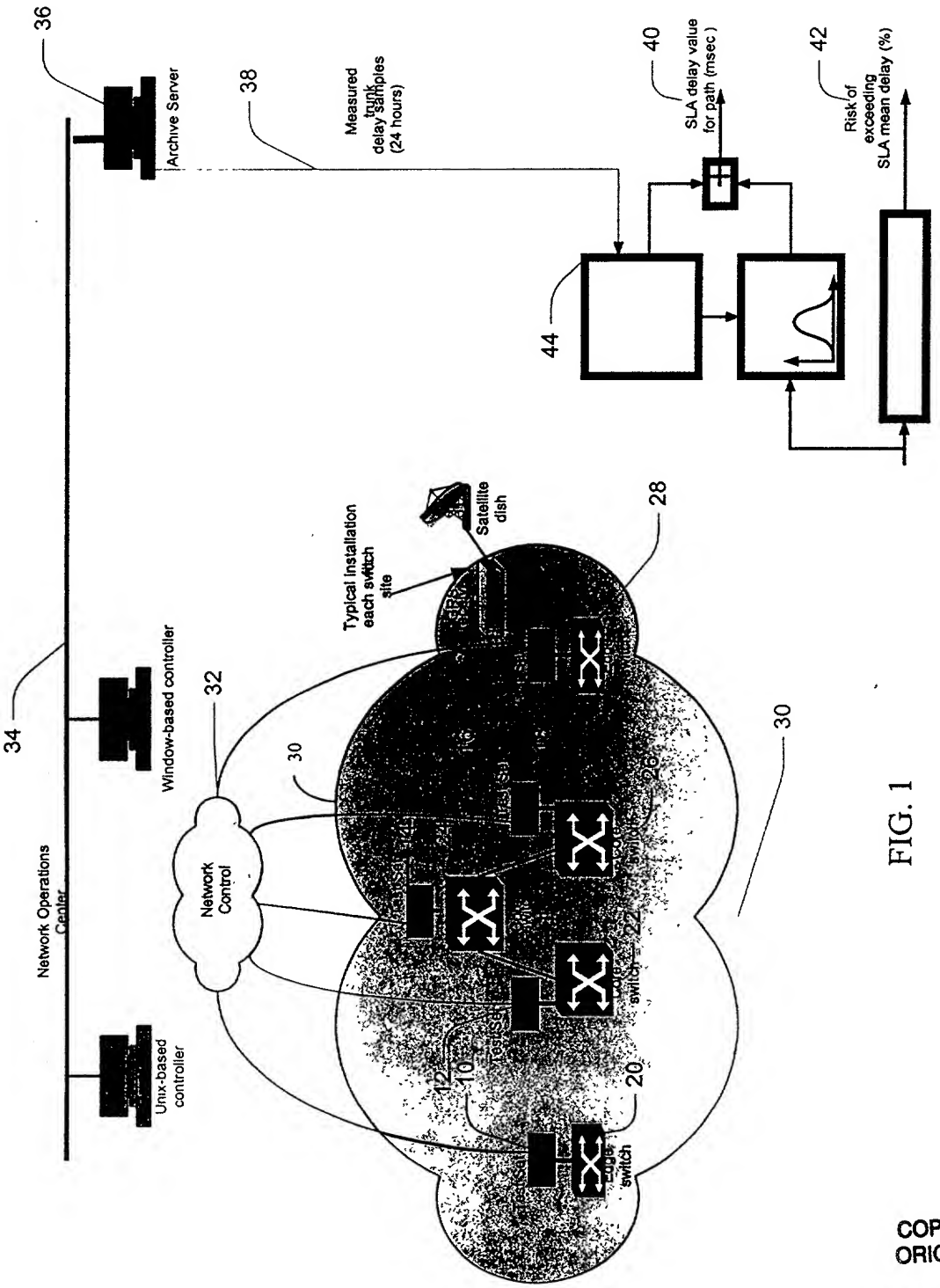

FIG. 1

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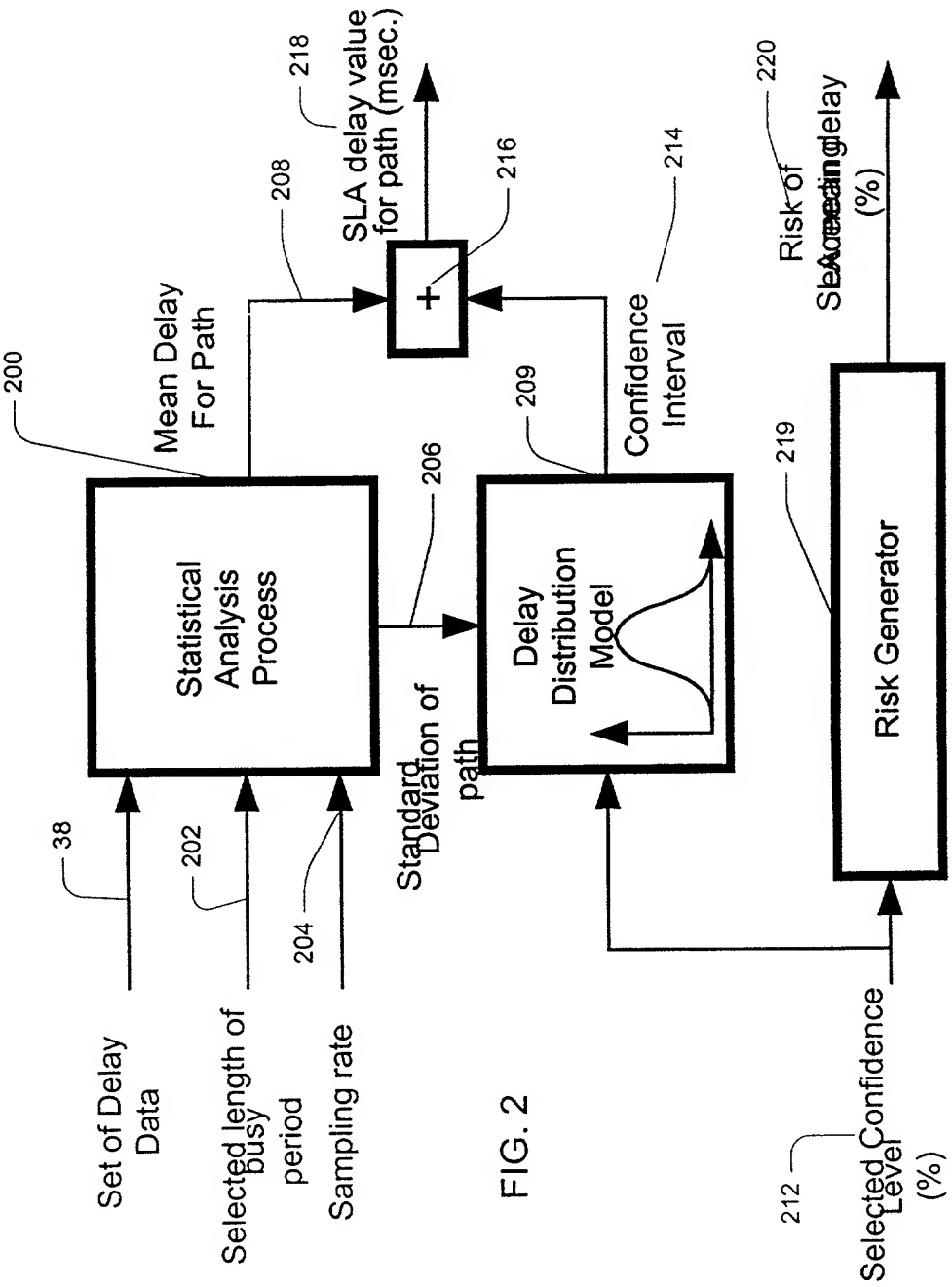

FIG. 2

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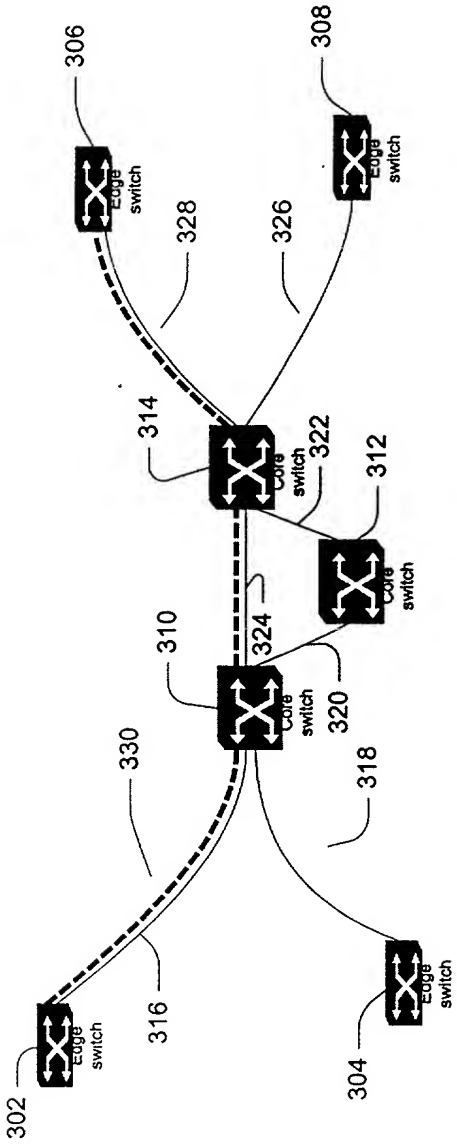

FIG. 3

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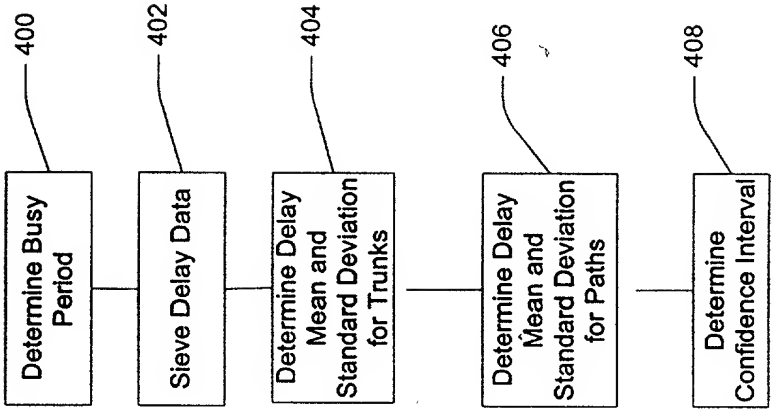

FIG. 4

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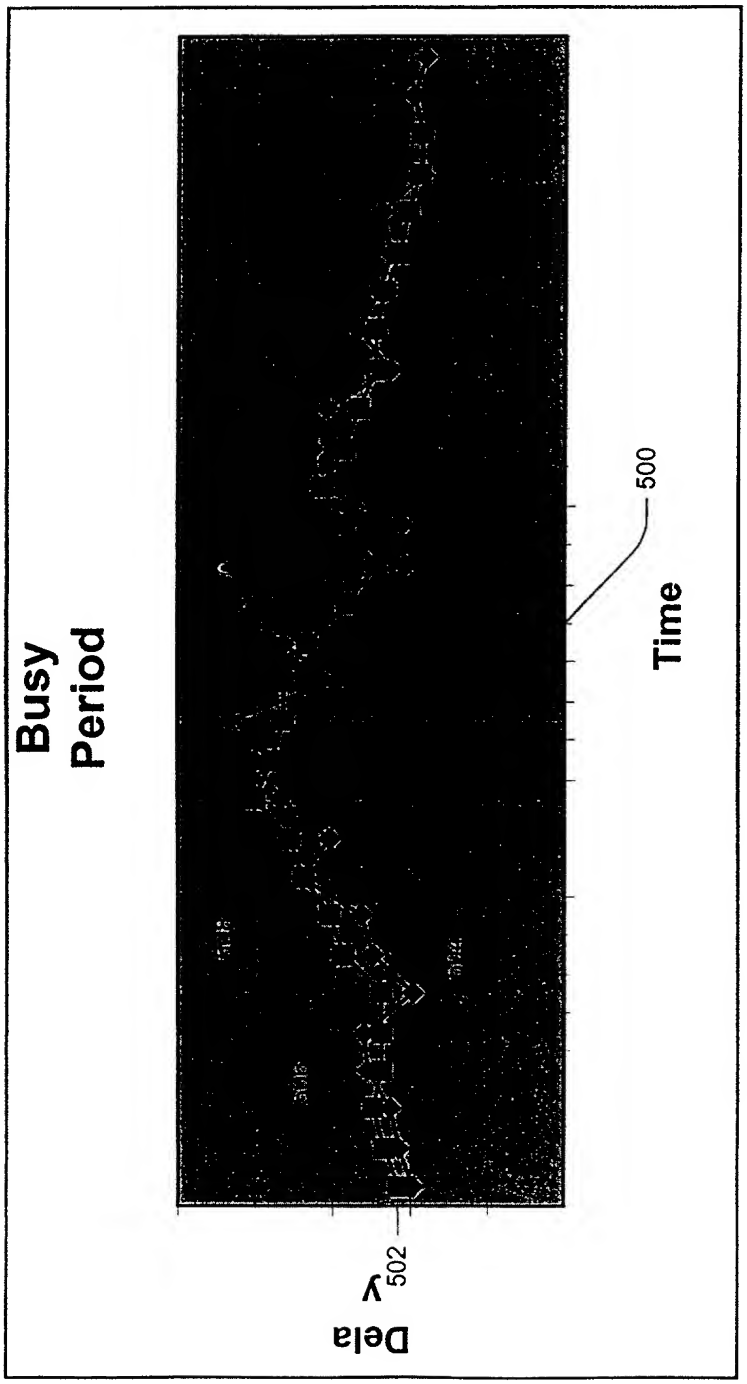

FIG. 5

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600

```
Start
For i = 1 To m scan paths                                          602

      A_i = 0  /* Summed delay */
      B_i = 0  / *Maximum Delay */                                  604
      D_i = 0  /* Average Delay During Busy Period */              606
      k_max = 0 /* Ordinal Value of Front of Busy Period */        608

For k = 1 To [(24 * 3600) / δ] - (ω * Ψ)                           610
      For j =  1 To n                                              612
            For h = k To [k - 1+(ω * Ψ)]
                  A_i = A_i + A_i                                  614
            Next h
      Next j
      If B_i < A_i Then

            B_i = A_i
            K_max = k

      End If                                                       616

      Next k

      D_i = ⌈{[B_i/(ω * Ψ * j)]}⌉
Next I
End
```

FIG. 6

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Application No. 10/035,806
Inventor(s): Shlomo (N.M.I.) Varsano
Title: METHOD AND APPARATUS FOR AUTOMATED SERVICE LEVEL AGREEMENTS
Sheet 6 of 12

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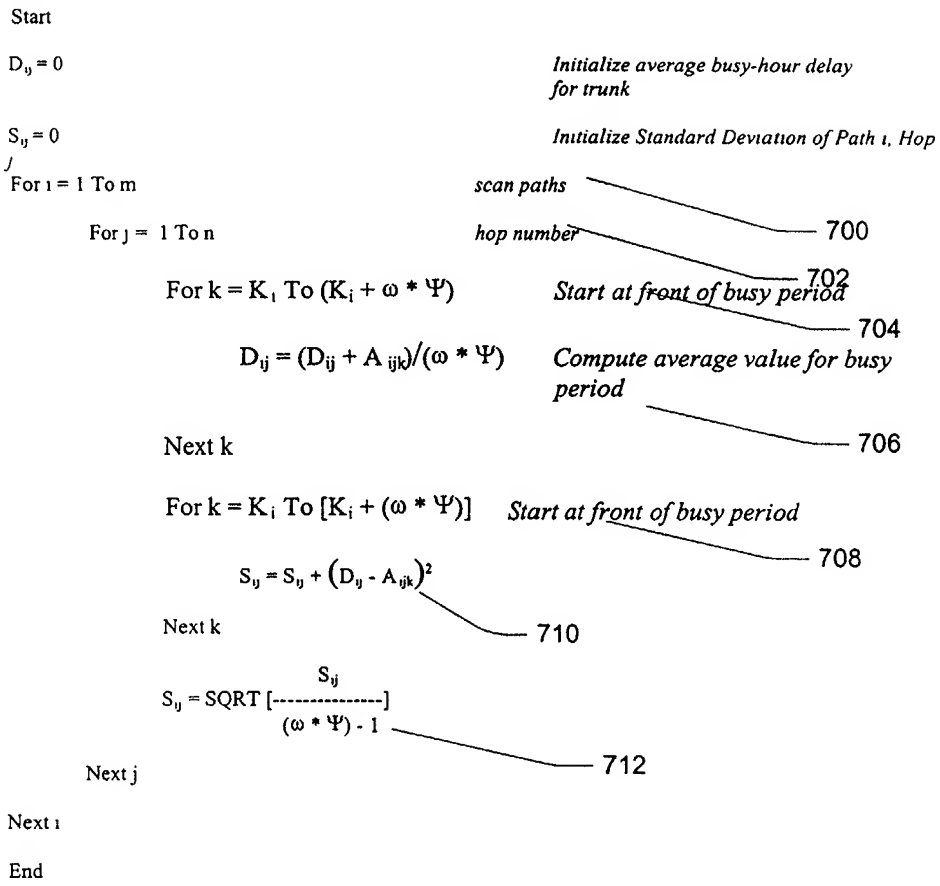

FIG. 7

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Inventor(s): Shlomo (N.M.I.) Varsano
Title: METHOD AND APPARATUS FOR AUTOMATED SERVICE LEVEL AGREEMENTS
Sheet 7 of 12

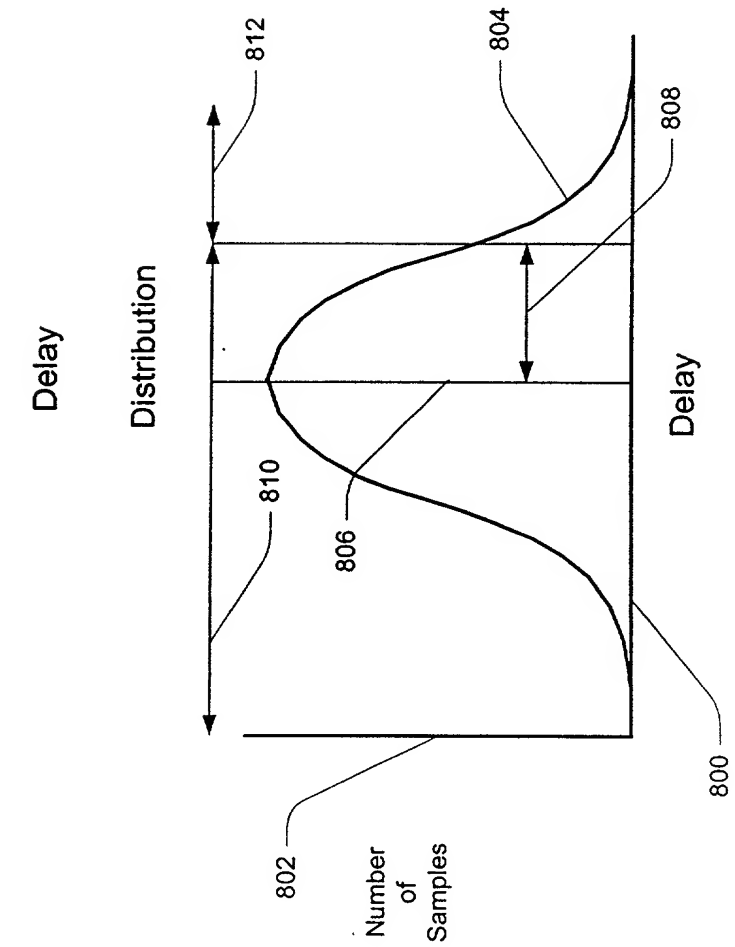

FIG. 8

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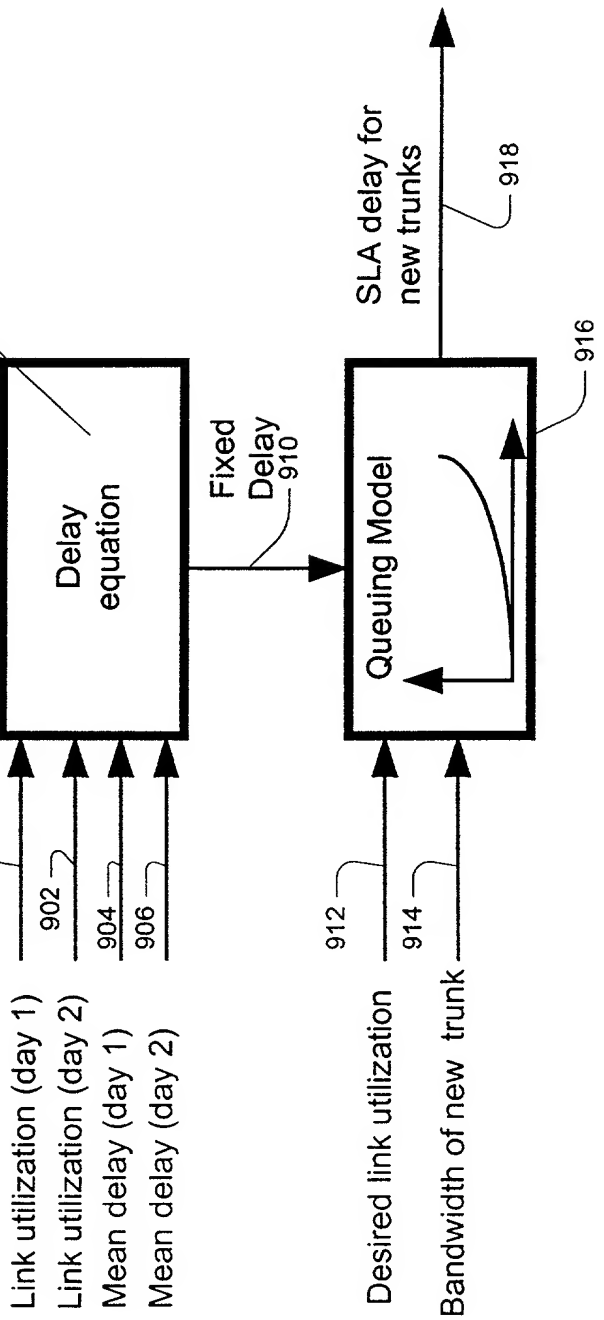

FIG. 9

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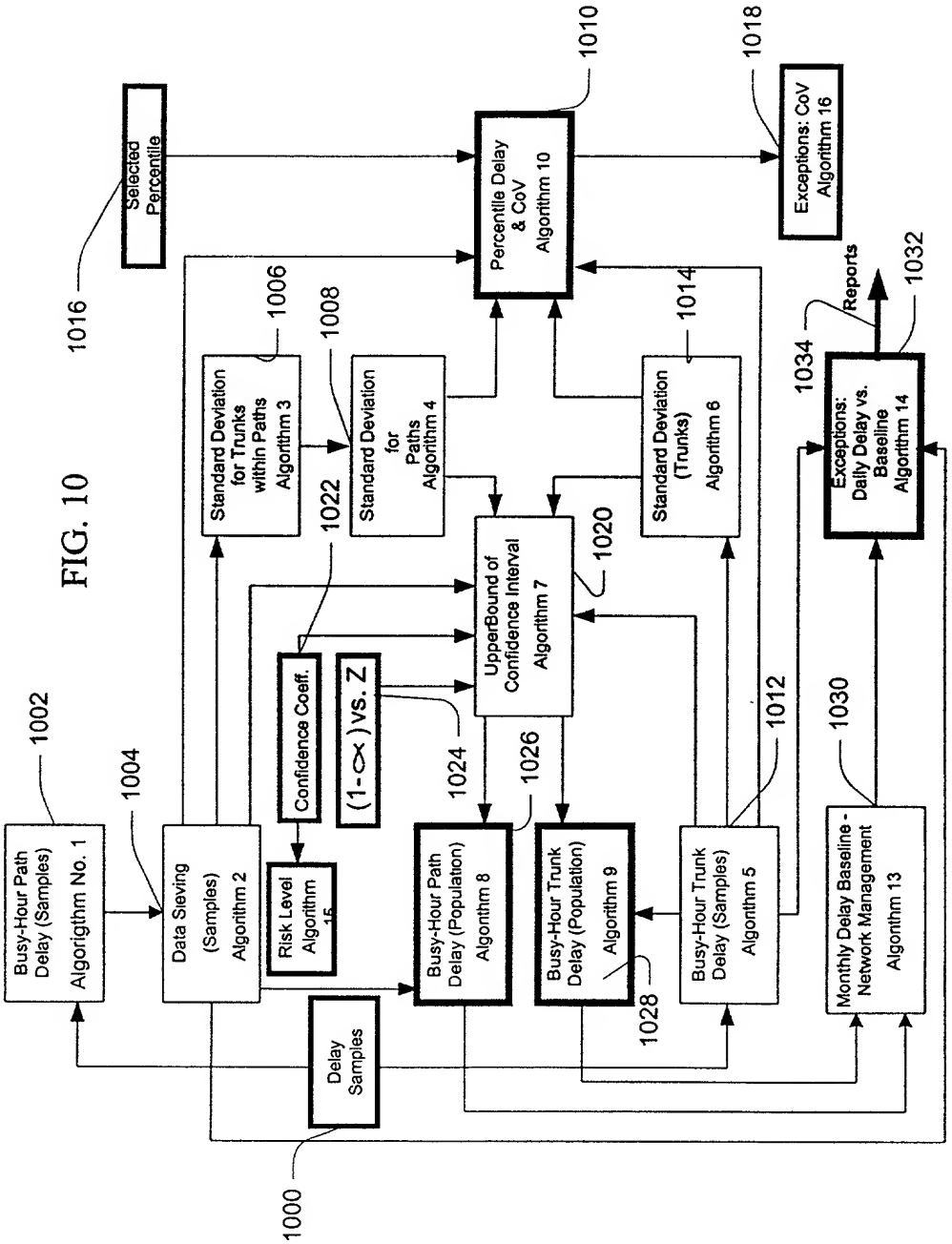

FIG. 10

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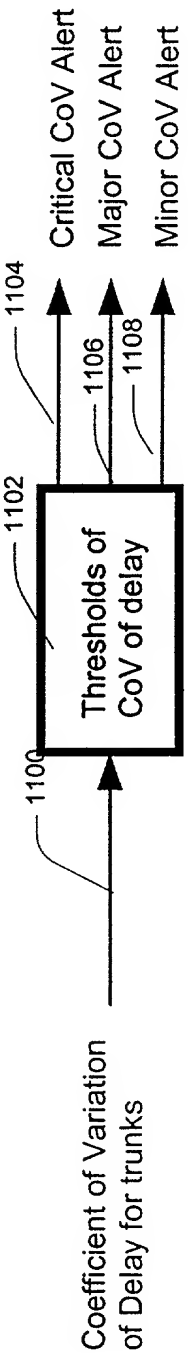

FIG. 11

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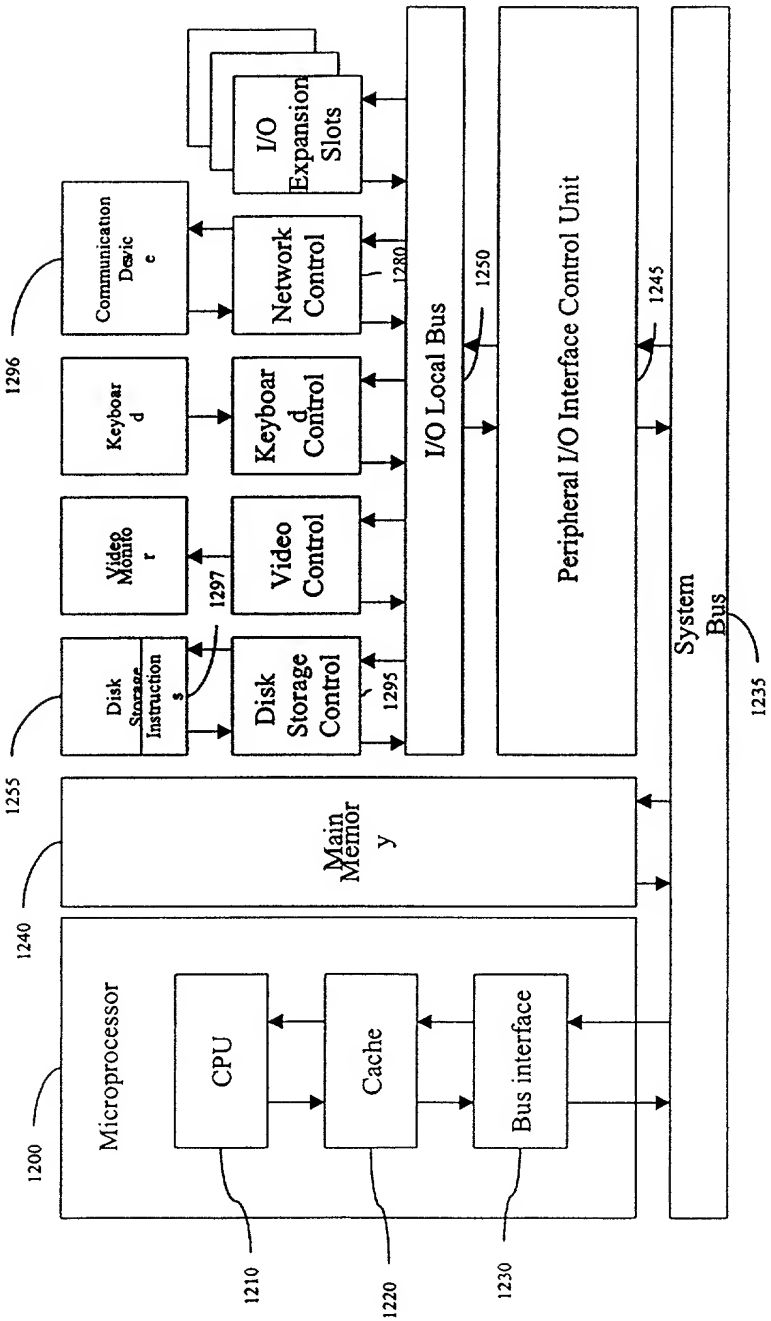

FIG. 12

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